



COUNTY OF SAN DIEGO

**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

PERSONNEL MANAGER, HHSA

Class No. 002378

■ CLASSIFICATION PURPOSE

To plan, organize, and direct a comprehensive personnel or training program for the Health and Human Services Agency (HHSA); and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

The Personnel Manager, HHSA, reports to the Group Human Resources Director, HHSA. This class has two options; employees serve as either a personnel generalist manager or a training manager. Incumbents are responsible for managing the personnel activities for the Health and Human Services Agency including labor relations, grievances, selection, classification, personnel policies/procedures; or training and employee development.

■ FUNCTIONS

**The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Personnel Manager HHSA - Generalist Option

Essential Functions:

1. Plans, directs, coordinates, organizes, and evaluates the personnel programs and activities of the Health and Human Services Agency (HHSA) including recruitment, selection, classification, and labor negotiations.
2. Plans, directs, schedules, trains, reviews, and evaluates the work of personnel officers, and support staff.
3. Formulates and implements new and revised personnel policies and procedures for the HHSA in compliance with Federal, State, and County rules and regulations, such as the County of San Diego Civil Service Rules, County Charter, and labor agreements between the County and employee groups.
4. Manages dispute resolution processes such as grievances, appeals, complaints and other employee relations matters by monitoring timelines of such disputes, assigning appeal and hearing officers, reviewing and approving recommendations, and acting as the appointing authority.
5. Participates in labor negotiation sessions in collaboration with the Group HR Director, HHSA; collects, compiles, and analyzes data and information pertaining to issues addressed during labor negotiation sessions, and presents information during such sessions.
6. Acts as liaison between HHSA operations and support staff and employee representatives; consults with departmental management, County management offices, County departments, and outside agencies on personnel or administrative matters.
7. Conducts or directs the preparation of personnel studies and advises the HHSA Executive Team on recommendations or solutions; prepares analytical reports.
8. Represents the HHSA during meetings; and serves as a member of committees and task forces.
9. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Personnel Manager HHSA – Training Option

Essential Functions:

1. Plans, directs, organizes, and evaluates training and employee development programs and activities for the Health and Human Services Agency (HHSA).

2. Assesses training needs, develops comprehensive training plans; schedules and coordinates training sessions and trainers, and coordinates forums, locations, and mediums.
3. Plans, directs, schedules, trains, reviews, and evaluates the work of employees assigned to perform work in support of training and organizational development activities.
4. Formulates and implements new and revised policies and procedures for the HHSA in compliance with federal, state, and county rules and regulations.
5. Consults and provides information to the HHSA Executive Team on options and makes recommendations pertaining to training programs.
6. Prepares analytical reports and recommendations for review and approval by the HHSA Executive Team.
7. Represents the HHSA during meetings, committees, and task forces.
8. May deliver training to HHSA employees, contractors, and representatives of outside agencies.
9. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

#### ■ KNOWLEDGE, SKILLS, AND ABILITIES

##### Knowledge of:

The following apply to both options:

- Principles and practices of public personnel administration and management.
- Methods of analyzing and developing personnel systems and procedures.
- Management techniques used to initiate and implement changes to policies and procedures.
- Relevant Federal, State, and County labor and employment laws, guidelines, rules and regulations, labor agreements, and diversity.
- Principles of supervision.
- Methods and techniques used for labor negotiation sessions between the County and employee representatives.
- Grievance procedures and dispute resolution techniques.
- Methods and techniques of payroll administration including the operation and use of automated systems.
- Theories, methods, and techniques used to conduct needs assessment, develop, deliver, and evaluate training and organizational development activities, as applied to large organizations.
- Theories and methodologies pertaining to adult learning and training.
- Methods and techniques used to design instructional materials.
- Mediums used to present training and instructions to groups varying in size, with participants varying in occupations and backgrounds.
- Principles of interpersonal relations and group dynamics.
- Operation and use of computer programs used to prepare documents, spreadsheets, and informational displays, and to maintain payroll/human resource record keeping systems.
- Organization, operation, and procedures of a large public service department within an agency or organization.
- Organizational structure and functions of agencies and departments of the County of San Diego.
- Contract administration as applied to contracts used to obtain the services of trainers, consultants, and subject matter experts.
- Telephone office and online etiquette.
- County customer service objectives and strategies.
- The General Management System in principle and in practice.

##### Skills and Abilities to:

The following apply to both options:

- Plan, direct, organize, and evaluate comprehensive personnel activities and effective training programs for the Health and Human Services Agency.
- Research and select effective and appropriate resources and mediums when developing training programs.
- Formulate and administer personnel policies and procedures.
- Interview, select, plan, direct, assign, train, and evaluate the work of employees.
- Effectively communicate verbally and in writing.
- Conduct effective presentations to groups of persons and provide effective training and instructions to participants of training programs.
- Review, understand, and analyze complex problems and tasks, and use sound and logical judgment to identify solutions.
- Establish and maintain effective working relationships and contacts with all levels of departmental staff, representatives from outside County departments and agencies, trainees, consultants, and representatives of employee organizations.

- Use discretion, diplomacy and tact and provide accurate and complete information and data when interacting with representatives of employee organizations and management, and participants of labor negotiation and dispute resolution sessions.
- Maintain confidentiality of sensitive information.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure a customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive services.
- Exercise appropriate judgment in answering questions and releasing information, analyze and project consequences of decisions and/or recommendations.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. A bachelor's degree in public administration, business administration, human resources management, industrial/organizational psychology, or a closely related field AND five (5) years of professional personnel experience performing general personnel or training activities, two (2) years of this experience must have been at the full supervisory level; OR
2. Nine (9) years of professional personnel experience performing general personnel or training activities, two (2) years of this experience must have been at the full supervisory level.

**Note:** The possession of a master's degree in the fields stated above may substitute for up to one year of the experience requirement stated above.

### Desirable Qualifications – Training Assignment:

- Bachelors or Masters degree in Education, Instructional Technology, or a closely related field.
- Certificate in Training provided by a recognized organization specializing in employee training and organizational development.
- Certification as a SPHR or PHR by the Society of Human Resources Management or International Personnel Management Association (IPMA).

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers, copiers, and telephones. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, using both hands to perform simple grasping and pushing and pulling; reaching above and below shoulder level, and lifting and carrying items weighing up to 10 pounds.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for travel. Employees in this class may be required to use their own vehicle.

### Working Conditions

Office environment; exposure to computer screens.

### Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probation Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

**New: November 20, 1998**  
**Revised: Spring 2004**  
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